

## FaDSS Guidance- Communication Plan between FaDSS and PROMISE JOBS

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### Purpose:

- To have an agreed upon communication plan between Iowa Workforce Development (IWD) PROMISE JOBS program and Iowa Department of Human Rights (DHR) FaDSS program.
- To establish protocol for the IWD PROMISE JOBS state office and the DHR FaDSS state office when a local situation that concerns both programs is brought to the attention of either state department.
- To ensure that requested policy and procedure clarifications are handled by the respective state department.
- To ensure that technical assistance is provided by the respective state department, and information is disseminated in a manner in which all parties are in agreement and understand their roles.

### Protocol:

- The state office contacted by the local office will determine if the local area has discussed the issue with the other local program. If this **has not yet occurred**, refer the local office to contact the other program to resolve the situation without state involvement. If this **has occurred**, and the local program believes that the situation cannot be resolved, direct the local area to provide a written summary of the situation including the names of individuals involved and what has been done to resolve the issue at the local level. This information should be emailed to the state office.
- The state office that receives the written information will contact the other state office and provide the written information from the local office. The state department receiving the information will contact the local program, gather information from that program, and direct them to provide a written summary of the situation including the names of individuals involved and what has been done to resolve the issue at the local level.
- When all information is gathered from both local programs, representatives from the state departments will determine the steps to resolve the issue.
- Next Steps  
Any of the following steps may be used to resolve the situation and will be agreed upon by both state departments.
  1. Policy or procedure is clarified by the respective program and both local offices are notified of this information.
  2. Respective programs provide individual technical assistance to the program they represent.
  3. Representatives from both state offices set up joint call, in person meeting or training intended for both programs at the local level.
  4. If the state department believes the situation could potentially be a statewide issue, they may place it on the agenda for the next PROMISE Coordinators monthly meeting.

The chart below outlines the personnel within each state department.

### **Iowa Workforce Development - PROMISE JOBS Staff**

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